

1/11

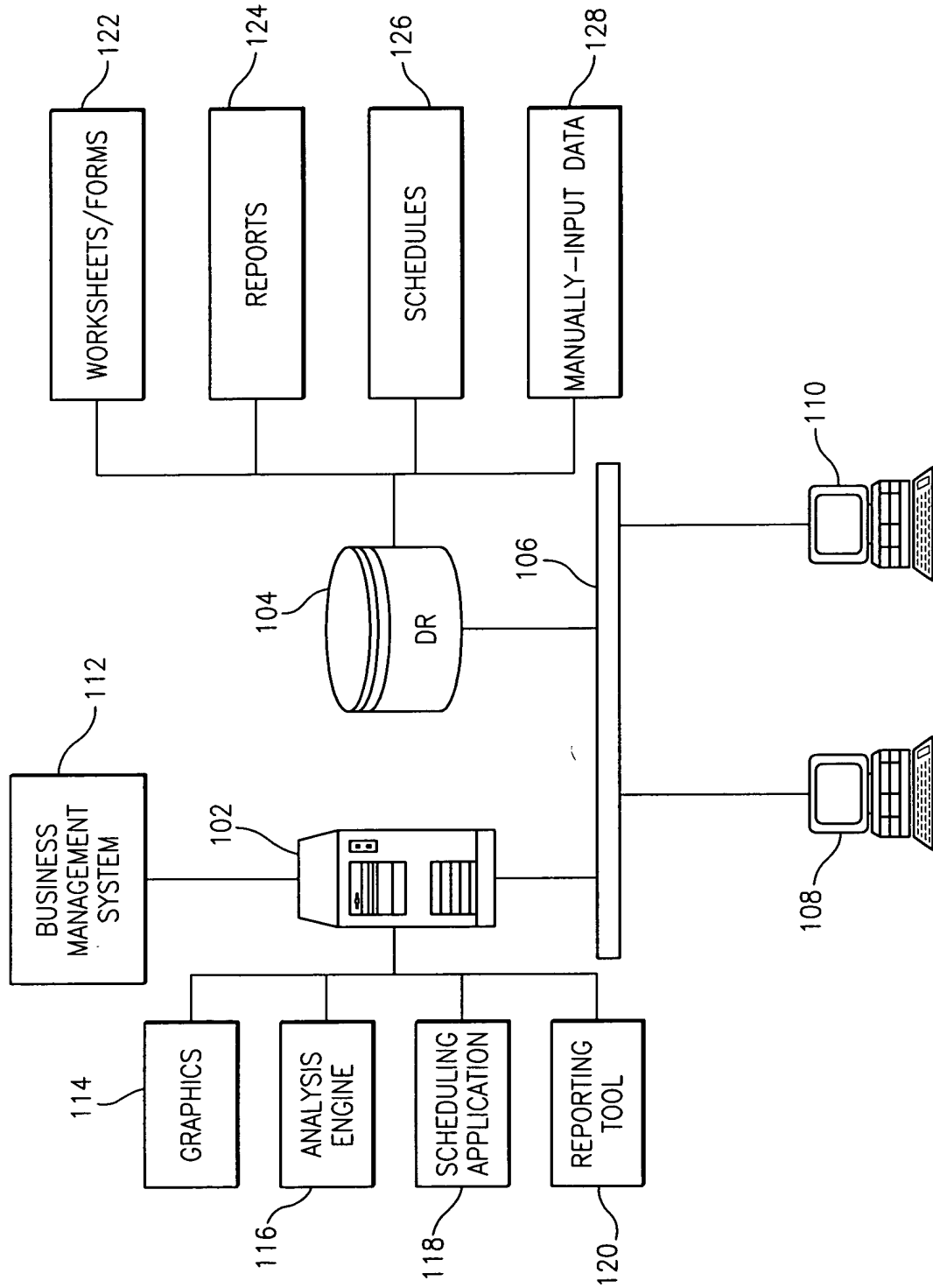


FIG. 1

A METHOD, SYSTEM, AND STORAGE MEDIUM FOR PROVIDING
A DISCIPLINED APPROACH TO BUSINESS MANAGEMENT ACTIVITIES

Shirley Vigil

Docket No. 030475 (BLL-0170)

2/11

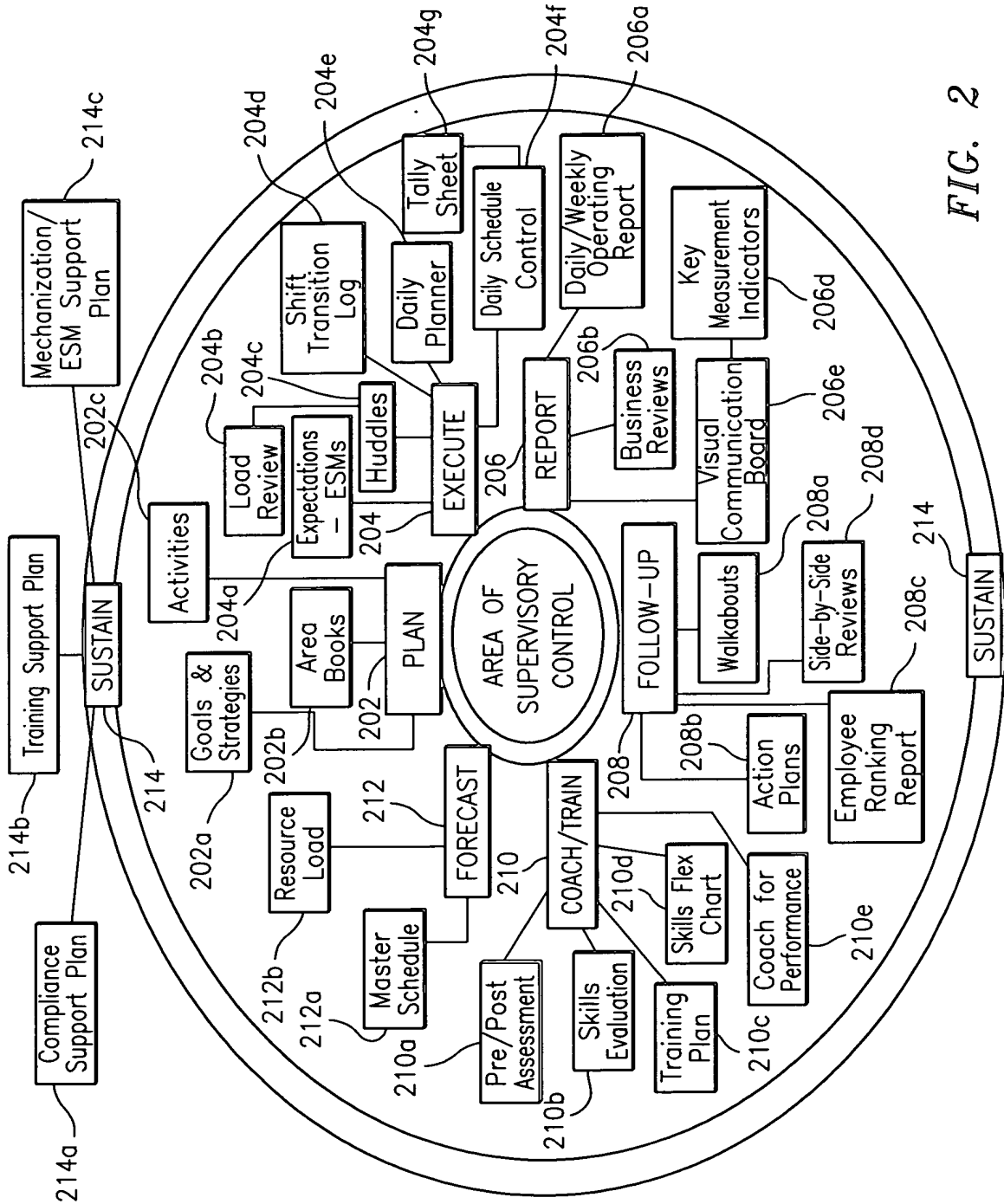


FIG. 2

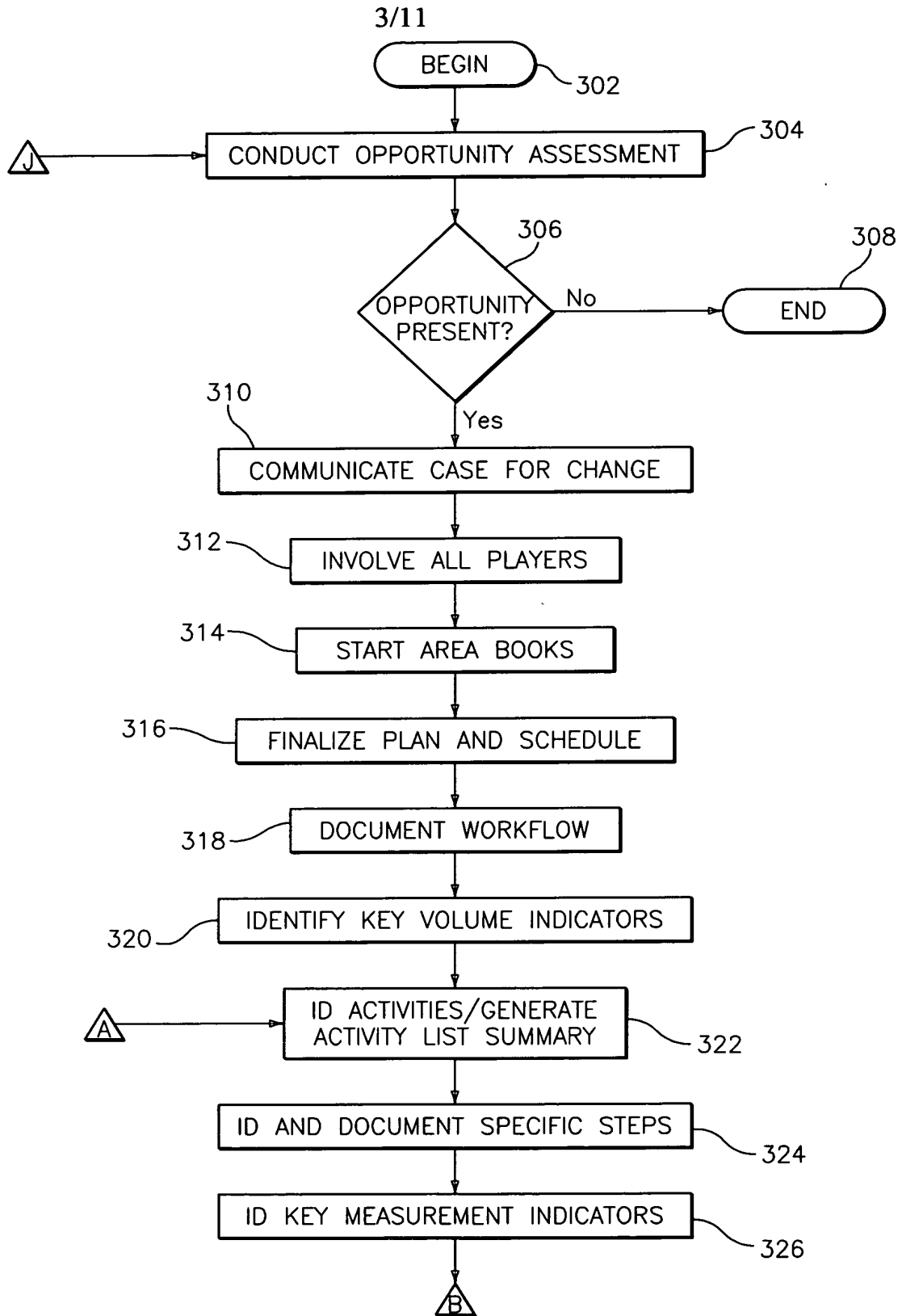


FIG. 3

4/11

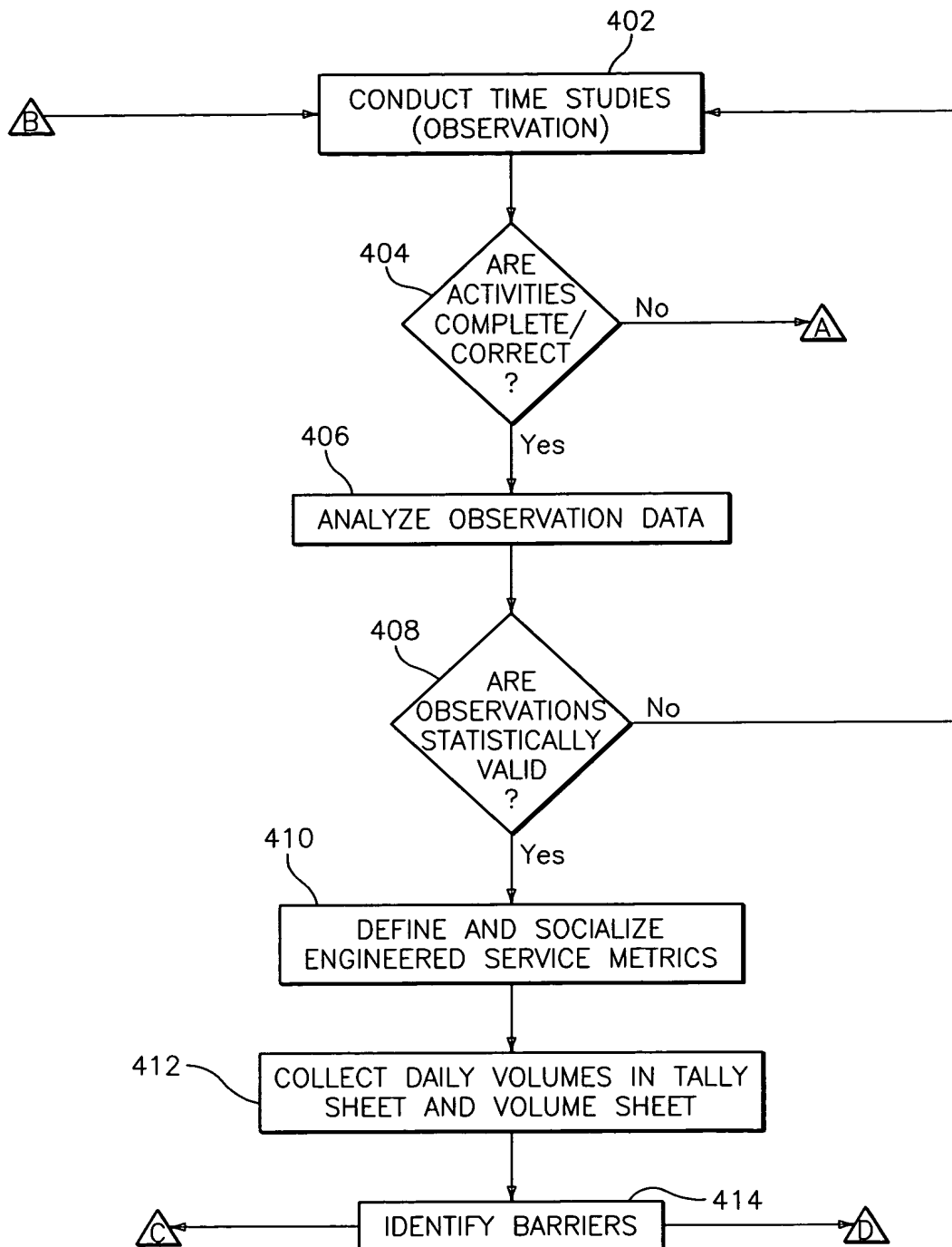


FIG. 4

5/11

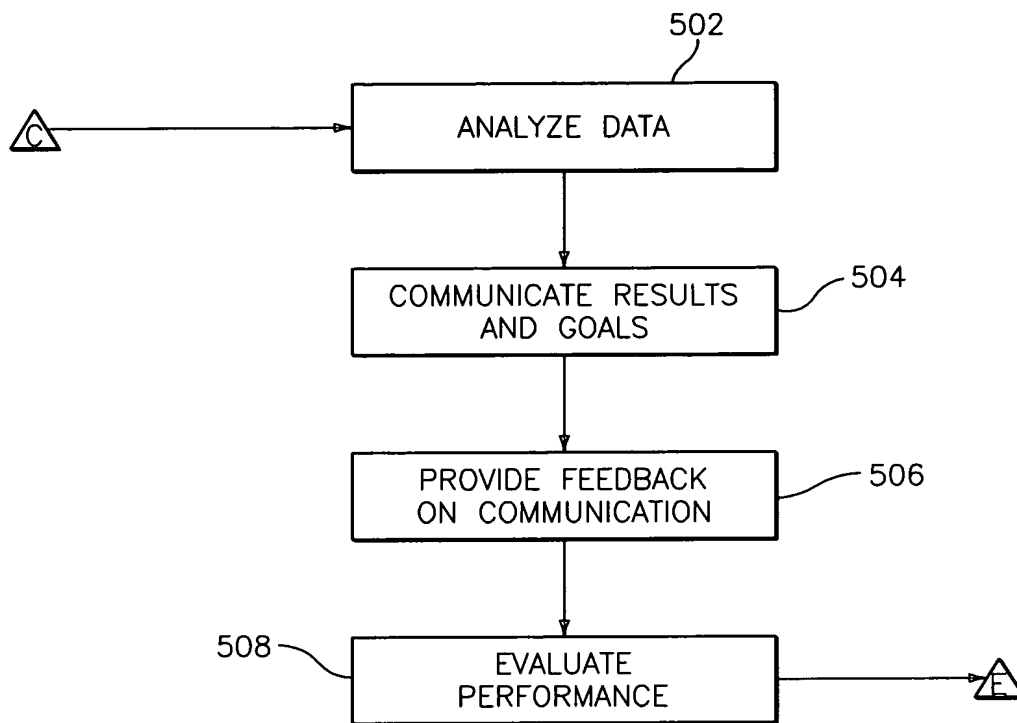


FIG. 5

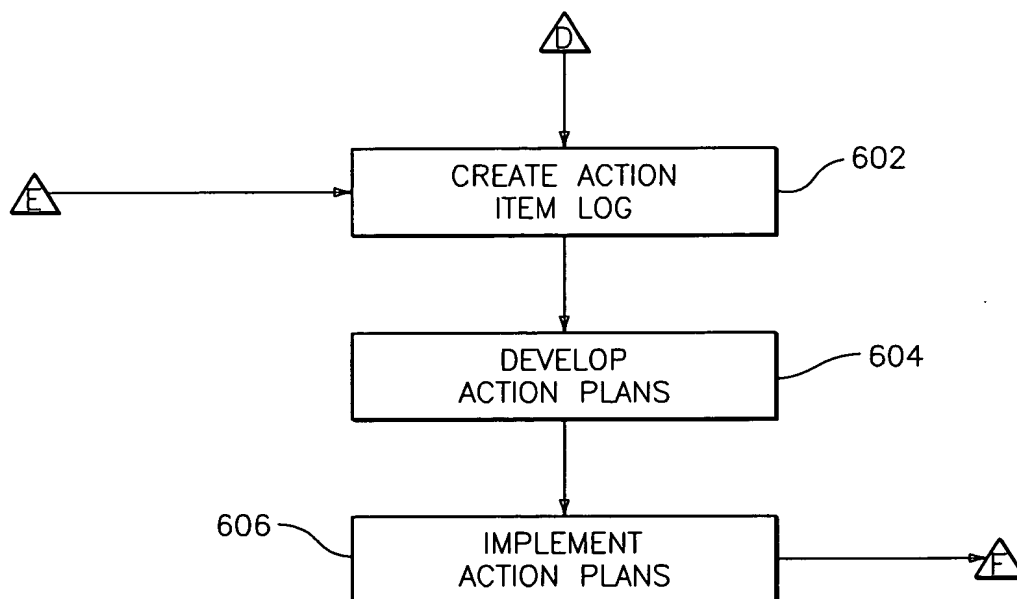


FIG. 6

6/11

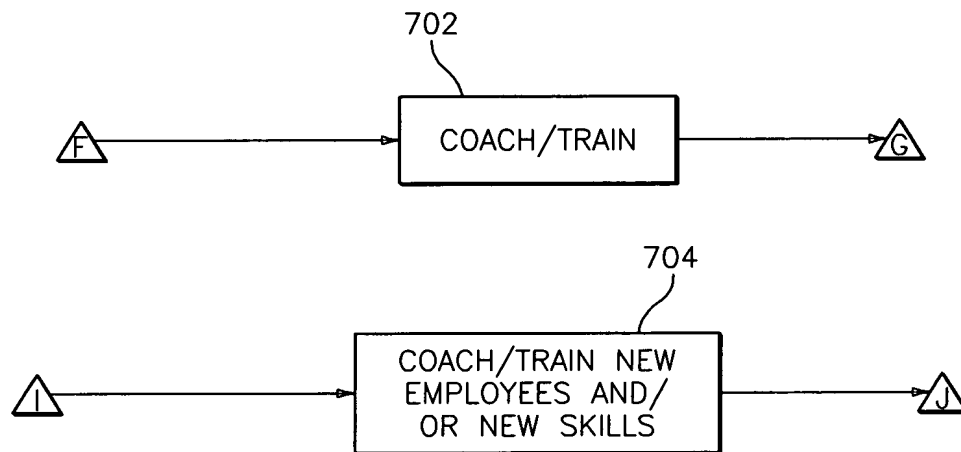


FIG. 7

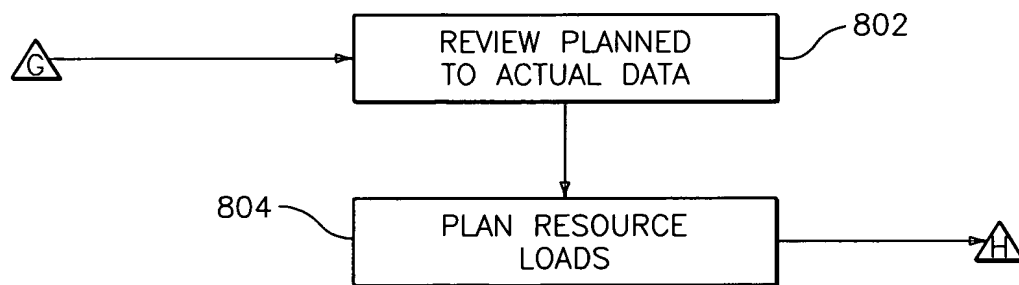


FIG. 8

7/11

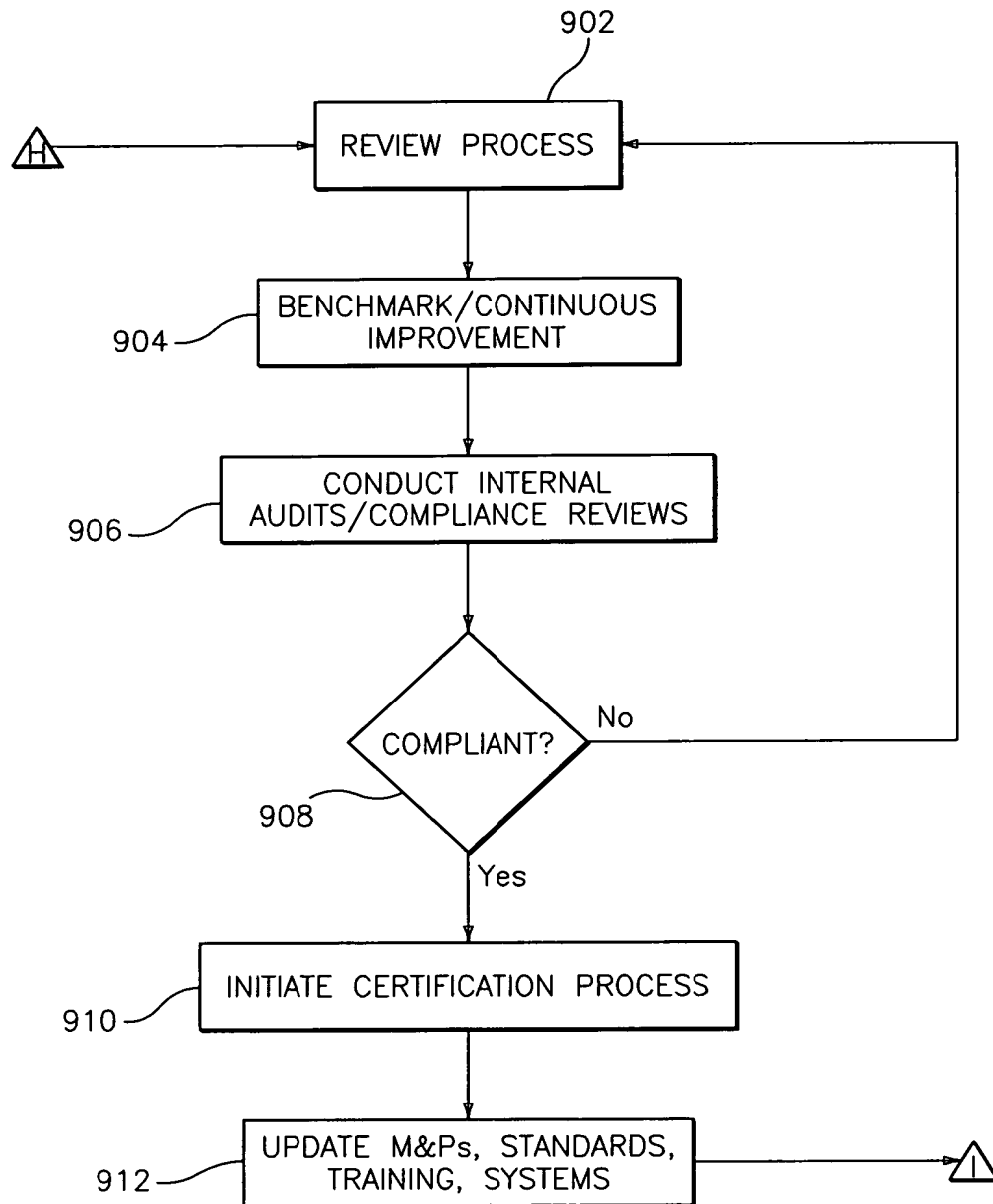


FIG. 9

A METHOD, SYSTEM, AND STORAGE MEDIUM FOR PROVIDING
A DISCIPLINED APPROACH TO BUSINESS MANAGEMENT ACTIVITIES

Shirley Vigil
Docket No. 030475 (BLL-0170)

8/11

ACTIVITY LIST SUMMARY							
				STATE: GA			
				CENTER: AFIG			
				AREA: see below			
				DATE UPDATED: 5/2/2003			
ACT. #	ACTIVITY	UNIT OF MEASURE	DAILY FREQ	MONTHLY VOL	EST MINS	ESM/REP MINS	TOTAL VOL
	SO Processing Area						
1	RMA Resolution	order					
2	Reuse report	reuse group					
3	QA report	order					
4	SOCS errors	error					
5	Field assist calls	call					
6	HAL report	order					
7	PAWS pending order report	order					
	EWO Processing Area						
8	Basic inventory updates	item					
18	Delay/deficiency reports	report					
	Data Base Maintenance Area						
19	DAVAR processing	report					
20	Defective pair reports	item					
21	E911 activities	item					
22	RSAG activities	order/item					
23	Miscellaneous data base update/correct	item					
24	DIS fallout	item					
25	LURI/RULI reports	item					
26	Pending order/past due reports	order					
27	LMOS updates	order					
28	DAML removal	wait					
29	TRAPPER center referrals	item					
30	Projects/Conversions	item					
				0	TOTAL MONTHLY VOL		

FIG. 10

A METHOD, SYSTEM, AND STORAGE MEDIUM FOR PROVIDING
A DISCIPLINED APPROACH TO BUSINESS MANAGEMENT ACTIVITIES

Shirley Vigil

Docket No. 030475 (BLL-0170)

9/11

Daily Schedule Control									
Center:				Group:					
				Daily Checks					
8am				10am	12pm	2pm	4pm	6pm	
Over/Under (EH)									
Craft Person									
SMITH, PATRICIA R									
	(1.42)	(2.00)	(2.00)	(2.00)	(2.00)	(2.00)	(1.00)	(1.00)	
Total Over/Under (EH)	(1.42)	(2.00)	(2.00)	(2.00)	(2.00)	(2.00)	(1.00)	(1.00)	0.00

Department:			
Supervisor:			
Date:	4/30/2003		

DAILY	DAILY	DAILY
0/U Total	Demand Hrs	Exception HRS

(8.42)	9.00	0.00
--------	------	------

(8.42)	9.00	0.00
--------	------	------

FIG. 11

7. 0. 1

Docket No. 030475 (BLL-0170)

Daily Weekly Operating Report—Area Manager

Report Runtime	G
Report Date	H

[illegible]

FIG. 12

11/11

ACTION PLAN

DEPARTMENT: _____

DATE: _____

GOAL: _____

PAGE: _____

BARRIER: _____

CHAMPION: _____

PARTICIPANTS: _____

	ACTION PLAN STEPS	DATE DUE	WHO IS RESP.?	REVIEW DATES		DATE COMP	POTENTIAL SAVINGS \$
				DATE	DATE		
\$							

FIG. 13